

# Costco mail order pharmacy transition FAQ

## How is my mail order pharmacy changing?

Beginning August 1, 2025, Capital Rx, our Pharmacy Benefits Administrator, is transferring your current mail order prescriptions to Costco Pharmacy.

## Do I need to be a Costco member to get my prescriptions?

**No. You do NOT need a Costco membership to use the mail order prescription service.**

For mail order prescriptions you do need to set up an account with [Costco Pharmacy](#).

## I want to enroll in Costco Pharmacy to have medications mailed to my home. How do I set up a profile account?

You can set up a profile account online or by calling Costco Pharmacy:

- **Set up online:** Go to [pharmacy.costco.com](https://pharmacy.costco.com) and follow prompts for setting up a new patient account.
- **Set up by phone:** Call and follow the prompts for medications delivered to your home.
  - **Medicare members:** 833.502.3340
  - **Non-Medicare members:** 833.502.3339

## How do I contact Costco Pharmacy mail order?

**Website:** For prescription management needs you can go to [pharmacy.costco.com](https://pharmacy.costco.com). You can easily manage your benefit and access digital resources by logging into your [Member Portal](#).

**Phone:** Call for assistance with your prescriptions, status and enrollment.

When calling, follow the prompts for medications delivered to your home.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

**Mail:** Go to [pharmacy.costco.com](https://pharmacy.costco.com) and access your patient account. Select refill or new prescriptions and then follow the prompts to complete the request. Mail your paper prescription to:

Costco Pharmacy  
260 Logistics Ave., Suite B  
Jeffersonville, IN 47130

**E-prescribe:** Have your prescriber electronically send your prescription to Costco Pharmacy mail order #1348, ZIP Code 47130.

**Fax:** Have your prescriber fax your prescription to 1.877.258.9584. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

**Costco Pharmacy Customer Support Hours of Operation:**

Monday–Friday, 7:00 AM to 9:00 PM CST and Saturday 11:30 AM to 4:00 PM CST

**Is there an online option to set up my prescription mail order profile and for completing refill requests?**

Costco Pharmacy does offer members the ability to manage prescriptions online. To get set up, go to [pharmacy.costco.com](https://pharmacy.costco.com) and click “Sign In/Register” and then “create account”. Once your online account is created, you can use “log in” at any time to submit new prescriptions, refill prescriptions, track prescription status, and transfer prescriptions.

For extra support, use the following link for guided help with account setup and how to submit a new prescription. Refill requests follow the same steps as submitting a new prescription but start with the “refill prescription” tab.

<https://mobilecontent.costco.com/live/resource/img/pharmacy-training/pharmacy-training.html#>

## **My pharmacy has changed to Costco Pharmacy, should I tell my prescriber?**

Yes. Please inform your prescriber that your pharmacy has changed to Costco Pharmacy. Prescriptions can be submitted through one of the following options:

- **Mail:** Go to [pharmacy.costco.com](https://pharmacy.costco.com) and access your patient account. Select refill or new prescriptions. Follow the prompts to complete the request. Mail your paper prescription to:

Costco Pharmacy  
260 Logistics Ave., Suite B  
Jeffersonville, IN 47130

- **E-prescribe:** Have your prescriber electronically send your prescription to Costco Pharmacy mail order #1348, ZIP Code 47130.
- **Fax:** Have your prescriber fax your prescription to 1.877.258.9584. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

## **I received a letter saying Capital Rx would be working with my previous pharmacy to transfer my prescriptions to Costco Pharmacy. After August 1, should I call Costco to make sure all my prescriptions were transferred?**

Please call Capital Rx and follow the prompts for medications delivered to your home. A representative will help to confirm all your prescriptions were transferred.

## **Can I pick up my prescriptions from Costco stores in person?**

Yes. Prescriptions can be picked up at Costco or delivered via mail.

If you want to pick up your prescription at your local Costco and aren't a member, simply tell the attendant at the entrance that you are there to pick up your prescription.

## **Will I need a new prior authorization for my medications transferred to Costco?**

No. Any active prior authorizations will continue to apply.

### **Will I receive automated calls from Costco if I enroll to have my prescriptions delivered by mail?**

If you have an online account with Costco Pharmacy and you have an email address on file, you will receive automated emails when prescriptions are processed and shipped. If you do not have an email address on file, you will receive an automated call when an order has shipped.

### **Does Costco have an Auto Refill Reminder program?**

Yes. Costco Pharmacy offers an Auto Refill Reminder program.

### **How do I sign up for the Auto Refill Reminder program?**

To get set up with the Auto Refill Reminder program, log into your Costco Pharmacy online account and select your prescription profile. For each medication, you can click to turn on the Auto Refill Reminder. An email address is required to sign up for the Auto Refill Reminder program.

You may also call the pharmacy directly and ask them to turn on the Auto Refill Reminder for your selected medications.

### **Will I receive automated calls from Costco Pharmacy if I enroll in the Auto Refill Reminder program?**

You will not receive an automated call from the Costco Pharmacy Auto Refill Reminder program.

With the Auto Refill Reminder program, you will receive automated emails sent to your email address on file. You will have 72 hours to check the consent, “Yes, Refill Prescription” button to start the refill process. Once accepted, please allow up to 72 hours for Costco customer service to check on the status of prescription processing. If you do not respond with a consent via email within 72 hours, your auto refill prescription will be disenrolled from the Auto Refill Reminder program and will not ship.

### How long does it take to receive a new prescription?

- **New prescriptions:** 7-14 days after Costco receives the prescription.
- **Controlled substances:** 7-14 days after Costco receives the prescription and with valid government-issued ID confirmation.
- **Hazardous or regulated items:** 7-14 days after Costco receives the prescription
- **Special prescription deliveries:** 7-14 days after Costco receives the prescription.

### How much does shipping cost?

**Standard shipping** is offered at no cost. For expedited shipping, the following fees are applicable:

- **3-Day expedited:** \$10.95
- **2-Day expedited:** \$13.95
- **Note:** Expedited shipping may not be available for some hazardous medications

### Who does Costco Pharmacy use for delivery service?

Costco Pharmacy uses UPS SurePost, UPS (Ground, 3-day, 2-day), and USPS.

### Can I track my order online?

Yes, if you have a Costco Pharmacy online account with an email address on file. If you do not have an email address on file, you can call Costco Pharmacy for a tracking number, after your prescription has shipped.

### What should I do in an emergency situation if I need my medication right away?

In an urgent situation, you can call Costco Pharmacy and review the options available to you.

- If refills are available, we can transfer your prescription to a nearby in-network pharmacy for pickup.
- If you have enough medication for a 1-week supply, you can pay

for expedited shipping to ensure timely delivery.

- If there are no refills available, Costco Pharmacy can contact your prescriber to request an urgent refill request. Once received, the above options can be used to receive your medication.

### **What should I do if Costco Pharmacy does not dispense my specific medication?**

For times when Costco Pharmacy does not dispense a specific medication, please contact Capital Rx Customer Care by dialing:

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

A customer care agent will provide support with finding access to your medications.

### **Who can provide customer support assistance with my pharmacy benefits?**

If you have general questions about your pharmacy benefit, call the customer service number on the back of your ID card.

# Costco Specialty Pharmacy transition FAQ

## How is my specialty pharmacy changing?

Beginning August 1, 2025, Capital Rx, our Pharmacy Benefits Administrator, is transferring your current specialty prescriptions.

- **Medicare members:** Any current specialty prescriptions you have with Optum Specialty Pharmacy will be transferred to Costco Pharmacy.
- **Non-Medicare members:** If you take specialty drugs, you have two options for ordering prescriptions:
  - **BSW Specialty Pharmacy** - Any prescriptions you have with BSW Specialty Pharmacy will remain with BSW Specialty Pharmacy. No action is needed.
  - **Costco Specialty Pharmacy** - Any current specialty prescriptions you have with Optum Specialty Pharmacy will be transferred to Costco Pharmacy.

If your prescriptions are being transferred to a pharmacy outside of Costco, that pharmacy will be indicated in your letter. (See question regarding **Limited Distribution Drugs** below for more information.)

## Do I need to be a Costco member to get my prescriptions?

**No. You do NOT need a Costco membership to use the specialty prescription service.** You will need to set up an account with Costco Pharmacy. There is NO cost to set up this account.

## How do I get started working with Costco Specialty Pharmacy?

Please reach out to your prescriber and update your specialty provider to Costco Specialty Pharmacy.

Have your prescriber e-prescribe to Costco Specialty Pharmacy #1710, ZIP Code 53717, or fax your prescription to 1.855.213.0125. Make sure your prescriber includes your contact information.

If prior authorization is required, your prescriber may need to take extra steps to submit your prescription. To review more information related to

prior authorizations, login to [MyBSWHealth](#).

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

A representative from Costco Specialty Pharmacy will call you to obtain more information and schedule your first delivery. Additionally, you may call Capital Rx to confirm receipt of the prescription from the prescriber. When calling, please follow the prompts for specialty pharmacy.

Your prescription will arrive when and where you've requested.

### What is Costco Specialty Pharmacy's contact information?

- **Phone number:** Call for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for specialty pharmacy.
  - **Medicare members:** 833.502.3340
  - **Non-Medicare members:** 833.502.3339
- **Website:** <https://www.lumicera.com/costco-specialty-pharmacy/>
- **Costco Specialty Pharmacy Customer Support hours of operation:** Available Monday – Thursday, 8:00 AM – 7:00 PM, CST, and Friday, 8:00 AM – 6:00 PM, CST. If you have an urgent request, support is available 24 hours a day, 7 days a week.

### Can I manage my specialty medications account online or through an app with Costco Specialty?

To manage your specialty medications, please register and log in to the Costco Specialty Pharmacy Portal at <https://www.lumicera.com/costco-specialty-pharmacy/>. You can also manage your prescriptions by calling Costco Specialty Pharmacy.

### How do I fill my prescription and order refills?

To fill a prescription or to order refills of your current medication, contact Costco Specialty Pharmacy by dialing the number for Capital Rx.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

Costco can correspond with you and your physicians to set up your next refill, so you stay on track with your treatment plan.



### **Do I need to coordinate with my doctor to ensure my refills are requested on time?**

Costco Specialty will correspond with you and your physicians. Patient care coordinators will call to set up your next refill, so you stay on track with your treatment plan. Costco's standard processing time ranges from 24 to 48 hours. This does not include delivery time. If you feel you are experiencing a delay, or to receive an update on your prescription status, please contact Capital Rx. Follow the prompts for specialty pharmacy.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

### **If I received a letter stating Capital Rx will be working directly with my previous pharmacy to transfer my current prescription(s) to Costco Specialty Pharmacy, do I still need to follow up with Costco to make sure all my prescription(s) transferred?**

Yes. Please call Capital Rx and follow the prompts for specialty pharmacy. A representative will help to confirm your prescriptions were transferred. This excludes expired prescriptions or those with zero refills remaining.

If your prescription has expired or has zero fills remaining, please contact your physician to obtain a new script and have it sent to Costco Specialty Pharmacy.

### **Can I fill my specialty medications at my local Costco pharmacy?**

Specialty medications typically require special handling, storage, and administration, which is why they can't be filled at most retail pharmacies, including Costco. Specialty pharmacies are equipped to manage these needs and provide important patient support services, such as coordinating refills, managing side effects, and ensuring proper usage. Please contact Capital Rx. When dialing, follow the prompts for specialty pharmacy.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

### **What are Limited Distribution Drugs and how will this change impact those prescriptions?**

Limited Distribution Drugs (LDDs) are medications available only through a select number of specialty pharmacies, rather than being widely distributed through all specialty pharmacies.

Because of this, members currently utilizing LDD medications may have their prescriptions transferred from Optum Specialty Pharmacy to another participating pharmacy, other than Costco Specialty Pharmacy, that is able to dispense these medications.

Members will receive letters notifying them of this change, as well as information related to the pharmacy that will dispense their medications in the future.

### **Will I need a new prior authorization for my medications transferred to Costco?**

No. Any active prior authorizations will continue to apply.

### **What specialty services and programs does Costco have to support my needs?**

Costco Specialty provides a higher level of member service compared to a traditional retail pharmacy, including patient management programs that help to educate and manage your disease state. Clinical care with regular assessments managed by trained, licensed pharmacists is also provided to you. You will receive refill reminder calls that are not automated to keep you on track with your therapy.

### **Does Costco offer medication counseling?**

Yes, you can request medication counseling at any time from Costco Specialty Pharmacy.

### **Is Costco Specialty Pharmacy the same as Costco Mail Order?**

No, these are two separate pharmacies.

### **How much is shipping?**

Shipping is provided to you at no cost.

### **Can I track my order online?**

The Costco Specialty member portal will show simple tracking updates like scheduled, out for delivery, and delivered. You can use the tracking

information provided to check for a more detailed status on the designated courier website.

### **What should I do if Costco does not dispense my specific medication?**

Please contact Capital Rx Customer Care:

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

Follow the prompts for specialty medications. A customer care agent will provide support with finding access to your medications.

### **Who can provide customer support assistance with my pharmacy benefits?**

If you have general questions about your pharmacy benefit, call the customer service number on the back of your ID card.